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## IOWAccess Monthly Status Report

March, 2005

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Report Compiled by:  
Tom R. Shepherd  
Executive Officer  
Department of Administrative Services  
Information Technology Enterprise  
phone: 515-281-6902  
email: [tom.shepherd@iowa.gov](mailto:tom.shepherd@iowa.gov)



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## **Recap of March 9, 2005 IOWAccess Advisory Council Meeting**

The following actions were taken by the lowAccess Advisory Council in the March 9, 2005 meeting:

### **User Fees for the Cabin and Campground Reservations Online Application**

**Point(s) of Contact:** Tim Erickson, Iowa Interactive; Sherry Arntzen, DNR

**Action Taken:** The Council approved a \$2 fee for each transaction made through this system. (Note: One transaction may include a single reservation or multiple reservations.) The system will provide reservation services for 72 cabins, 48 campgrounds, 24 day-use lodges, and numerous picnic shelters located in state parks. All the development work will be done upfront at no cost, with Iowa Interactive working on the reservation system on a transaction-based fee model. ITE would get paid \$1 per transaction for its work and Iowa Interactive would get paid \$1.00 per transaction for its work on this application. The DNR reservation fee would be in addition to the \$2. The anticipated total fee would be \$3-\$6 per reservation in addition to whatever the campground fee or cabin rental would be. This new service would allow people to use a credit cards to pay for these reservations (not previously an option). People could still show up at a campground and reserve in person without paying the transaction fee.

### **Online Teacher License Renewal Convenience Fee**

**Point of Contact:** Gary Borlaug, Department of Education

**Action Taken:** The Council approved a \$3 convenience fee for each transaction made online through this system. The service is expected to go live March 30, 2005. The \$3 fee would go to the Board of Educational Examiners to defray the credit card fees.

### **State of Iowa Purchasing Results Website**

**Point of Contact:** Jim Chrisinger, Department of Management

**Action Taken:** The Council approved \$50,688.00 to be used to add data and functionality to the existing Purchasing Results Website.



### **Iowa Supreme Court Commissions Project**

**Point of Contact:** Paul Wieck

**Action Taken:** The Council approved \$38,875 to be used to pay one-half of the cost to plan a project to develop a website to provide the public online information regarding lawyers, including disciplinary actions; provide online license-related services to lawyers and court reporters; and provide electronic reporting and interest payment services to lawyer's trust account depositories. The planning will include developing an external web interface, converting the existing MS-Access database to Oracle, and developing an internal interface to the Oracle database. The Court Commissions are contributing \$38,875 of their funds toward this planning.

**Information Technology Council Update:** In their March meeting, the Information Technology Council approved their recommendations for User fees: \$2 for Cabin and Campground Reservations plus a 2.75% credit card fee; and \$3 user fee for the Online Teacher License Renewal application.

## Information Technology Enterprise - IOWAccess Project Status Report - 3/18/2005

Information Technology Enterprise							
Department	Project Name	Approved	Status	Planning Start	Planning End	Coding Start	Completion/ Rollout
Campaign Ethics	WRS Public Access Improvements	11/3/03	Project is complete and has been moved into production.				
Campaign Ethics	Miscellaneous Contribution Tracking	11/3/03	The Requirements Document is completed and approved by IECDB. Should finish screen mockups week of 3/28 and present them to IECDB for review.	15-Jan			
Campaign Ethics	Lobbyist/Client Tracking System	11/3/03	Project has been put on hold awaiting the impact of potential legislative action.	12/1/2004	TBD		
Inspections and Appeals	Food Inspections Online	Original - 11/3/03 Funding increase - 4/19/04	Task force meeting has been rescheduled for 3/28. Requirements draft will be discussed with members and finalized.	Phase 2 start 1/31/05			
Inspections and Appeals	Targeted Small Business Online	11/3/03	Project is being held until Planning phase for Social Gambling project is completed.				
Inspections and Appeals	Social Gambling Online	11/3/03	Due to ITE resource issues, and with the agreement of the customer, work was suspended to allow completion of another project. Work will be restarted 4/1.		28-Feb	1-Mar	
Department of Education	Online Teacher License Renewal	original - 11/3/2003 added funding - 1/12/05	System testing is continuing. A couple of issues have been identified. Correction of those issues, and the inclusion of the approved transaction fee, will cause a 1 week delay in delivery to production.		31-Aug	24-Sep	31-Mar

Information Technology Enterprise							
Department	Project Name	Approved	Status	Planning Start	Planning End	Coding Start	Completion/ Rollout
Dept. Human Services	Food Stamps - Web Intake	1/26/04	Requirements have been signed. Need to allocate ITE resources to begin implementation.		TBD		
Dept. Human Services	Child Development Home Registration Renewals	1/26/04	Meeting scheduled for 4/5 for customer to deliver signed Requirements and discuss next steps.		TBD		
Iowa State Univ.	28E Project	4/19/04	Please see Page 14.	23-Nov			
ISU	E-Government Research Project	6/17/04	Please see page 13.				
Department of Revenue	Electronic Tax Administration	1/26/04	Please see Page 12.				
Dept. of Public Safety	Criminal History Background Check	6/17/04	Draft of Requirements was presented to the customer. Further discussions have taken place, the document was updated and given to the customer for further review.	6-Aug	TBD		
State Auditor's office	State audit reports online	Concept approval - 6/17/2004 Funding approved - 9/10/04	Complete. For website, see: <a href="http://auditor.iowa.gov/reports/reports.htm">http://auditor.iowa.gov/reports/reports.htm</a>				Jan 2005
ITE	Enterprise E-Mail Subscription Service	9/10/04	Requirements gathering continues. Screen mockups were created and are being revised.				

Information Technology Enterprise							
Department	Project Name	Approved	Status	Planning Start	Planning End	Coding Start	Completion/ Rollout
Dept of Ag	Soil Conservation Grant application	Planning phase - 9/10/04	Resumed work. Have completed use case development and started documentation of process flows.	30-Nov			
Dept. of Public Safety	Missing Person's Reports On-line	Planning phase - 9/10/04	Have draft Requirements. Customer wants to review sites from other states to determine final specifications.	1-Feb			
DNR	Digital Camera/Prof Photo Services for Campsite Photos	9/10/04	Equipment purchased. Waiting for better weather top begin photography.				
ICN	Interactive State Phone Directory - Planning	11/10/04	Our Assistant Attorney General, Jeff Nelson, is in discussion with the Namescape vendor on limited liability terms – no progress is getting a contract signed though. The negotiations continue.				
ITE	Akamai Service for Internet Backup	1/12/2005	ITE is continuing to adjust internal network settings to improve performance. Initial test has decreased the download time for the web pages being tested. The purchase of the product is on hold pending further testing.	13-Jan			
Management	Purchasing Results Website	3/9/2005	The Department of Management is preparing the content to be added to the website.				

**Iowa Interactive - IOWAccess Project Status Report**

Iowa Interactive					
Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
<b>Static Pages</b>					
State Homepage	DAS-ITE	Ongoing	Changes are made on these pages every day.	We manage the site for the State. This includes consulting with the public and agencies in order to provide the necessary features for easy navigation and quality look for State functions.	Current
DAS (DAS main & State Accounting) webpages	DAS	Ongoing	Changes are made as requested	We provide graphics for the whole DAS site, but we have management responsibilities for the main page and the State Accounting Enterprise. We provide consulting services as requested.	Current
Professional Licenses Website	Dept. of Commerce	Ongoing	Changes are made as requested	We provide services for this site and work with them to maintain each site in conjunction with the applications which are being worked on for this agency.	Current
First Lady Vilsack's Website	First Lady Vilsack	Ongoing	Changes are made as requested	We provide full website services for this site. The First Lady's staff provides content. We implement based on their requests.	Current
Iowa Afterschool Alliance Website	CJJP & Others	3/2005	Completed	As approved by the this group, we have begun to work with the IAA on a website. This will include architecture and look and feel. This group provided us information early and we have provided them pages and templates for usage early.	
Status of Women Website	DHR	3/2005	Completed	We are providing a complete revamp of the page for the Status of Women Commission. This will include a new architecture and new graphics.	
Asian and Pacific Islanders	DHR	4/2005	Completed	The Division of Insurance has inquired about graphics assistance on their pages. We will be working with them as requested.	
Iowa Earlychildhood Website	DHS	3/2005	Completed	We have begun working with this group to provide static website information to the general public.	

Iowa Interactive					
Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Civil Rights Commission Website	Civil Rights Commission	3/2005	Completed Design work, currently harvesting	We are working on a new look and feel for the Civil Rights Commission for a new website.	
PERB Website	PERB	3/2005	Completed Design work, turned over to agency	We have provided a website to the PERB. They have never had a website in the past.	
Dept of Human Rights Website	DHR	4/2005	Completed Design work awaiting approval from new director	We are rewriting the website for the Department of Human Rights. New look and feel and architecture are included. The change in the Director of the agency has caused them to delay going live. We believe that it will still be in early February.	
Community Action Agencies	DHR	4/2005	Complete Redesign	We have been asked to begin a complete redesign project for their current website.	
Insurance Division Website	Dept. of Commerce	4/2005	Work in progress, graphics near complete,	The Division of Insurance has inquired about graphics assistance on their pages. We will be working with them as requested.	
Elder Affairs	Elder Affairs	5/2005	Complete Redesign	This department had asked for assistance in making their site 508 accessible. After some discussions they have asked for a complete redesign on their website. It is currently in process	
Administrative Rules Web Site	IDED	5/2005	Graphics and Architecture are being reviewed by Agency	IDED, in conjunction with many agencies, has requested a website which better explains and lays out administrative rules for businesses and the general public. The group working on this site has asked for some time as they are busy with the Legislative process.	Completed
I-3 Website	DAS	5/2005	Design & layout completed, awaiting content	We have developed new graphics and an architecture for help with the I-3 Project	
DAS Website	DAS	5/2005	Update to site & Management structure	We have been asked to develop a new infrastructure and design elements for DAS Site. A new Public information officer has been hired. This project is on hold until the new PIO has an opportunity to get engaged with the project	

Iowa Interactive					
Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
EIP Website	DAS	5/2005	Design completed, review by agency	New structure to assist in managing the Site. A new PIO for DAS, this project has been put on hold.	
Logos & Graphics	DAS	5/2005	Develop logos and Graphics as requested	We currently have three projects which are being worked on. Powered by DAS, A&A. We have been requested to hold these particular project until staff is available to review.	
Department of Education	DOE	5/2005	Complete Redesign	We have been asked to begin a complete redesign project for their current website.	
First Lady Vilsack's Website	Governor's Office	5/2005	Complete Redesign	We have had preliminary talks about redesigning the website for the First Lady	
Utilities Board Division Website	Utilities Board	?	Initial meeting completed	The Utilities Board Division of the Dept. of Commerce is interested in working on a rewrite of their site but are working through some things internally before progressing with us.	
Public Health-Childhood Fitness	DPH	6/2005	Site Creation		
Cultural Affairs & Historical Society	Cultural Affairs	6/2005	Site Rewrite		
Applications					
DLR Application	DOT & DAS-ITE	Ongoing	Completed	This application works with the Departments to provide Driver License Records to the qualified individuals for Insurance, Safety and other federally identified purposes.	Agency Put on Hold until Spring
AG-Tuff Customer App	Attorney General	10/2004	Completed Development	This application provides teachers with tips and a quiz to promote good consumer practices for students	
DOT – Tracs-Forum	Dept. of Transportation	11/2004	Completed Development	This application provides the Dept. of Transportation with some information on federally mandated practices and a forum to share information with other states involved with this program	Completed Development
DNR Wildlife	DNR	11/2004	Completed Development	This application provides citizens with the ability to sign up for newsletters and get animal counts across the state.	Completed Development

Iowa Interactive					
Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Pension Estimate	IPERS	1/2004	Completed Development	This application provides State employees with a form to fill out certain information and get an estimate of their pension should they retire.	Completed Development
Customer Database	DOT & DAS_ITE	02/2005	In Testing	This application is critical to the DLR application. It is currently housed on Iowa Interactive servers because of database inavailability in ITE's servers. We are converting it to a database system which can be provided on the ITE servers.	
Boards & Comm.	Governor's Office	2/2004	In Development	This application provides the general public with a searchable database on appointments to Boards & Commissions	
Museum Shop Catalogue	State Historical Society	03/2005	In Development	This application is a catalogue service which allows for viewing and ordering of items in the State Historical Society's store.	
Google Search	ITE	2/2005	Completed Development	New search engine for state page	
Professional Licenses Apps-Phase I	Dept.of Commerce	Ongoing	Completed Development	This application was a transfer to a web-based database application which provides more efficiency and possibilities to the Professional Licensing staff.	
Professional Licenses Apps-Phase II	Dept. of Commerce	Ongoing	Completed	This application provides an online search and renewal system for professional licenses.	Completed
Professional Licenses Apps-Phase III	Dept. of Commerce	Ongoing & 3/2005	Completed Development	Searches, integration of 3rd party data, and mailing list are still on the list for development in this area.	Completed
Professional Licenses Apps-Phase IV	Dept. of Commerce	Ongoing	In Development	This is the last adds to this project. This includes the cleanup and complete transformation of the current professional databases into the new applications and the online renewal process for all the other entities. Marketing of the applications is included.	

Iowa Interactive					
Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Pyxis Web Content Management System	All Agencies	11/2004	Completed Development	This application provides State agencies with a better way to manage their websites. It allows them to enter content while a template is created for them. It eliminates the need for software and html training by employees. It allows any number of persons to create content without the assistance of a web designer.	
Public Meeting Calendar	All Agencies	12/2004	Completed Development	This application provides a place for agencies to post public meetings and makes a centralized location for citizens to get government information.	Completed Development
Cabins Reservation	DNR	1/2005	Completed – In testing	This is a straight system to internally add cabin reservations.	In Testing
Campground Reservation System	DNR	05/2005	In Development	This application will start with the ability to provide cabins to be reserved online and then include a full campground reservation system in the future.	
FADDS application	DHR	3/2005	In Development	A database and online information collection will be enhanced for this program.	
Roads Condition image	DPS	3/2005	In Development	A rewrite of the application graphic are available for this site and no functional accessibility standards are lost	
Administrative Rules Application	Governor's Office	3/2005	In Development	This is an application which is currently being discussed which may include a search function, a notification system, a commenting system, an electronic filing system and several other features . This application's parameters are still being discussed.	
Accident Reports	DPS	4/2005	In Development	Development of an online accident reporting system	
Medical Examiners Database & apps	Medical Examiners	5/2005	In Development	Database and application development are on the list for this agency.	
Dentists Database & apps	Dentists	6/2005	In Development	Database and application development are on the list for this agency.	

## **Electronic Tax Administration Program - March 23, 2004**

Operational support of two important initiatives continues while development of the sales tax module of the e File & Pay application is underway.

Under the state's Individual Income Tax Electronic Filing programs over 600,000 income tax returns have been submitted. This represents an increase of nearly 5 percent over the 2004 activity

Utilization of the Withholding module has gone extremely well as the department has experienced continued and increasing acceptance of the program by those withholding agents who have filed semi-monthly or monthly tax payments. The department has recently completed over 30 presentations to taxpayers throughout the state. Over 1,400 withholding agents have taken advantage of these overview sessions to learn more how the e File & Pay application can make their tax filing more efficient.

Design of the Sales and Use tax component has been completed and application development and test plan development have begun in anticipation of a July 1 implementation. Design of the Motor Vehicle Fuel Tax component of the application is continuing leading to a deployment later in 2005.

## **eGovernment Policy Research Project - March 23, 2005**

For the e-government policy research project, the Public Policy and Administration Program (PPAP) has continued working with the IOWAccess subcommittee and the Center for Survey Statistics and Methodology (Survey Center). We at the PPAP have worked on both the business and citizen surveys simultaneously for the past month.

- For e-government business survey:
  - Drs. Yu-Che Chen and Kurt Thurmaier at Public Policy and Administration Program (PPAP) have worked with graduate students to conduct extensive data analysis. The analysis looks into the Internet use of Iowa businesses, the online transactions and payment methods these businesses prefer, and their willingness to pay.
  - The PPAP team has been preparing a draft report for the ITE's review. If everything goes well, a first draft should be ready for the ITE by first week of April.
- For e-government citizen survey:
  - IOWAccess council's subcommittee provided the PPAP program with invaluable comments on the final draft of survey by March 2<sup>nd</sup>.
  - The PPAP program worked extensively with the Survey Center to develop and finalize survey questions and sampling. As part of the effort, pilot interviews were conducted to test survey length and question flow.
  - The revised citizen survey was programmed using Blaise software at the Survey Center. Extensive testing was done to check text, routing, and question parameters.
  - In preparation for interviewing citizens, a random sample of 1000 Iowa telephone numbers (plus replicate of 200) was purchased from Survey Sampling International.
  - Four additional interviewers were hired and trained in basic interviewing techniques to supplement the existing interviewing staff. Project training materials were developed. Training will be held on Wednesday, March 23, 2005.

In the coming month, the ISU team will finalize the first draft of the e-government business survey report for the review of the ITE. Moreover, the Survey center will officially launch e-government citizen survey to begin interviewing.

## **28E Project - March 24, 2005**

Please find below the March update on the 28E project.

- ✓ Our major activity in March has been preparation for the March 18 workshop, Olive Trees and 28Es, presented in cooperation with ISAC, the League, and our other partners in the project. Work included generating maps for the law enforcement service 28Es and analyzing the initial survey returns from cities and counties.
- ✓ The March 18 workshop presentation was preceded by a brief presentation to the lowAccess Council on March 9<sup>th</sup>. That discussion was valuable preparation for the March 18 workshop and we appreciate the council's willingness to allocate some time for us.
- ✓ The March 18<sup>th</sup> workshop was a great success, with about 200 attending from cities, counties, councils of government, and state agencies. We also had two legislators attending, Representative Schickle and Senator Quirnbach, both on the governor's Governance Restructuring Committee. The conversation following the presentation was lively and continued into the afternoon. We received important feedback on the project. More importantly, we were able to plea for more survey responses, and several county representatives stood up and urged others to complete and return the surveys. Quite a few people came to us after the presentation to request another packet be sent so that they could participate.
- ✓ We have conducted numerous field interviews of selected 28E agreements for the 28E management reports. We are now reviewing the draft reports and revising as needed.
- ✓ Early in March we held discussions with Harry Davis in the Secretary of State's (SOS) office, John Gillispie and Mark Uhrin to review the materials for the council and workshop presentations and to discuss general progress and problems with the project.
- ✓ We continue working to clean and correct the data base as we discover issues and problems. This is important to the development of the information system with ITE. We held several meetings with ITE and SOS to develop the information system for the website. Most of the programming work is now underway at ITE.
- ✓ We have spent many hours preparing the data for the GIS maps and experimented with developing the GIS maps for various types of 28E services. These were premiered at the March IOWAccess Council meeting and then presented to the general public at the March 18 workshop. We are now developing the complete set of maps for publication on the 28E webpage with the database.